Outstanding Business Questions/Issues

1) What do we do if connection to MAAP is lost?
   Should the towns and cities with local vehicle software continue processing state registrations using their local vehicle registration software and send the XML messages to MAAP when connection is restored? Or, should they cease processing state registrations until connection to MAAP has been restored?

2) Verify that muni agents are required to do state portion only of registration (providing that the town portion is already complete) for any registrant regardless of town of residence.

3) What is audit number on registration forms used for? Vendors and cities track this audit number. The DMV does not appear to track this number. Do auditors or any one else use this number for anything?

4) Registration reprints:
   a) Are muni agents allowed to reprint registrations for any reason other than printer malfunction; i.e., can they do reprints for lost registrations, etc.?
   b) Do we track reprints?
   c) Is a different form used for reprints (other than printer malfunction)?

5) Must a muni agent do all of MAAP functionality? Can they choose not to do boats, issue plates, etc.?

6) MAAP Closeout:
   a) At the meeting regarding closeouts Art Garlow said he would check with Director Beecher to verify that we can send state amounts for each tender type (cash, check, etc.) for their use in closeout for the day. The data planned to be supplied to the towns in the "End of Day Report" are as listed below:

      Data fields: User Id, User Location, Transaction Type (New Reg, Title CTA, etc.), Customer Name, City/Town Payment Type (Cash, Check, etc.), City/Town Payment Amount, State Payment Type (Cash, Check, etc.), State Payment Amount, Date/Time of Transaction

      NOTE: We should also include vehicle information for each transaction in this report.

   b) Can muni agents change tender type for transactions that are already complete including fee settlement? This could occur at any time after transaction is complete and the muni agent realizes that he/she has made a mistake – including during closeout. What are the policies for this type of action?

7) Does the state limit the types of fees that municipalities can associate with a registration; i.e., do we have a list of fee types that the towns can pick and choose from or can they make up their own fee types?

8) Supervisory Override:
   a) Do muni agents have any permission to do supervisory overrides or must they always be done by the state?
   b) What are procedures for muni agents and the state to use when the state must do supervisory override?

9) In the case that we start printing the registration decals at the time of the transaction, will there be an inventory requirement for the blank decals; i.e., to minimize the risk of someone printing up a bunch of these decals and selling them to their friends.

The following are questions posed by Dinesh that should be discussed at our next meeting:

1. Lease Transfer: Can an online town (Browser/Vendor) perform "Town Portion Only" for a Lease transfer process? State portion can only be performed in the State. Currently an Online Town can perform Straight Transfer Only. They can perform Town and State portion for this type of Transfer. Kelly needed direction if the Town can perform any other type of transfer (Lease and Survivorship are the other options). A very specific question is if they can do "Town portion only" for the lease transfer in the Town on MAAP/Vendor and then come to the State to do the "State Portion Only". Currently this process is done "off-line" by towns and the State Portion is done in the state only.

2. MV Registration Maintenance: Can a Muni Agent perform this function? This function is used for lost decals and certified copy of a MV Registration and change of address if within the same town. It may / may not have a fee attached. It does NOT include Refund or corrections. Correction is a no fee process. Refunds are only performed in the State.

3. Deceased Indicator: Do Muni Agents have security on this data field. Can they "decease" a person? Can they "un-decease" a person? There is higher security for the "un-deceased" part. Also, if "deceased" is put on in a Town, a "survivorship Transfer" cannot be handled in a town - so what value does it add ?

From Monica:

1) "Ordered Plate Release" - Need a way for updating registration when ordered Plates are released from inventory through the warehouse, and decals are issued. Currently this is done at the warehouse from an IDMS screen, and the registration record is updated.

The question here is "what is the process and who is going to do it?". Is the warehouse going to continue to issue decals for "ordered plates" or is registration going to do this task. We have to figure out the right mix of registration (MAAP) and inventory (IDMS) processes to employ and who is going to use them. [1]

---

[1] NOTE: This comment/question added by JWB.